

RIDER E PROGRAM REQUIREMENTS

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1. **Interpretation Services (Communication Access).** The Provider shall determine the primary language of individuals requesting services and ensure that the services are provided either by a bi-lingual clinician or with the assistance of a qualified interpreter when English is not the primary language. The client shall not be charged.
2. **Accessibility for the Deaf and Hard of Hearing.** The Provider shall maintain and periodically test a telecommunications device for the deaf (TTY) that is available and accessible for use by clients and staff for incoming and outgoing calls. The Provider shall ensure that appropriate staff have been trained in the use of the telecommunications device and that the TTY telephone number is published on all of the Provider's stationery, letterhead, business cards, etc., and in the local telephone books as well as in the statewide TTY directory
 - a. The Provider, at its expense, shall obtain the services of a qualified sign language interpreter or other adaptive service or device when requested by a consumer or family member. Interpreters must be licensed with the Maine Department of Professional and Financial Regulation in the Office of Licensing and Registration. The Provider shall document the interpreter's name and license number in the file notes for each interpreted contact.
3. **Deaf and/or Severely Hard of Hearing.** Providers who serve deaf and/or severely hard of hearing consumers shall:
 - a. Provide visible or tactile alarms for safety and privacy (e.g., fire alarms, doorbell, door knock light);
 - b. Provide or obtain from the Maine Center of Deafness loan program a TTY
 - c. Or fax as appropriate for the consumers' linguistic ability and preference and a similar device for the program office;
 - d. Train staff in use and maintenance of all adoptive equipment n use in the program, including but not limited to: hearing aids, TTY, fax machine, caption controls on TV and alarms.
4. **Provider Responsibilities: Deaf, Hard of Hearing and/or Nonverbal.** Providers who serve deaf, hard of hearing, and/or nonverbal consumers for whom sign language has been determined as a viable means of communication shall:
 - a. Provide ongoing training in sign language and visual gestural communication to all staff on all shifts who need to communicate meaningfully with these clients, and document staff attendance and performance goals with respect to such training;
 - b. Develop clear written communication policies for the agency and each program of the agency, including staff sign/visual gestural proficiency expectations, and when and how to provide qualified sign language interpretation;

- c. Ensure that the staff have a level of proficiency in sign language that is sufficient to communicate meaningfully with consumers.

5. **Background Checks.** The provider agrees to conduct background checks on all prospective employees, persons contracted or hired, consultants, volunteers, students, and persons who may provide services under this contract. Background checks on persons professionally licensed by the State of Maine will include a confirmation that the licensee is good standing with the appropriate licensing board or entity. The Provider shall not hire or retain in an capacity any person who may directly provide services to a client under this contract if that person has a record of:

- a. Any criminal conviction that involves client abuse, neglect or exploitation;
- b. Any Criminal conviction in connection to intentional, knowing or reckless conduct that caused, threatened, solicited or created the substantial risk of bodily injury to another person;
- c. Any criminal conviction resulting from a sexual act, contact, touching or solicitation in connection to any victim; or
- d. Any other Criminal conviction, classified as Class A, B or C or the equivalent of any of these, within the preceding two years.

The Provider shall contact child protective services units within State government to obtain any record of substantiated allegations of abuse, neglect or exploitation against an employment applicant before hiring the same. In the case of a child protective services investigation substantiating abuse, neglect or exploitation by a prospective employee of the Provider, it is the Provider's responsibility to decide what hiring action to take in response to the substantiation, while acting in accordance with licensing standards.